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CHIEF EXECUTIVE OFFICE

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Fifth District

July 22, 2009

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

PERMIT AND LAND MANAGEMENT SOLUTIONS (PALMS) PROJECT – SECOND QUARTERLY STATUS REPORT

As requested by your Board, this is the second quarterly status report for the Permit and Land Management Solutions (PALMS) Feasibility and Requirements Report (FRS) Project, which was approved by your Board on January 9, 2009.

The purpose of the PALMS project is to identify, analyze, and recommend improvements to business processes and supporting technology that will increase the effectiveness and efficiency of the County's permitting and land management functions. A multi-departmental Executive Steering Body and Project Team, chaired by the Deputy Chief Executive Officer for the Community and Municipal Services Cluster, was formed to direct the project. The primary participating departments are:

- Assessor
- Fire
- Parks and Recreation
- Public Health, Environmental Health Division
- Public Works
- Regional Planning

Other departments that are involved in the project include:

- CEO
- CIO
- Auditor-Controller
- Registrar-Recorder/County Clerk
- Treasurer and Tax Collector

"To Enrich Lives Through Effective And Caring Service"

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The following is a high level quarterly status update regarding the Permit and Land Management Solution (PALMS) project for the second quarter (April – June) of 2009:

Project Summary

Following Board approval of the agreement with Woolpert, Inc. on January 6, 2009, the project formally kicked off on March 2, 2009. The project continues on schedule, on budget, and within the anticipated project scope. County and Woolpert participants have expressed their satisfaction with the progress of the project. There are no issues that have been identified. Project completion is scheduled by the end of April 2010. Project status is Green.

Actions for April-June 2009

- Task 2, Business Value Analysis, was completed and the associated deliverable, Business Value Report, was delivered and approved. This task included more than 20 meetings with 150+ participants. The Business Value Report confirmed the objectives that PALMS must support in each department and Countywide, and also clearly defined the quantitative and qualitative benefits of a successful solution.

- Task 3, Document Business Processes and Requirements was initiated and is over 50 percent complete. Approximately 165 models of as-is business processes are being developed. This task has included more than 60 meetings with 150+ participants.

- Weekly Project Team calls were conducted with Woolpert and County Project Team members. Weekly project status reports were produced by Woolpert.

- Monthly Executive Steering meetings were conducted with Woolpert and County Executive Steering Body members. Monthly project status updates were produced by Woolpert.

- A Board Deputies Update was conducted on June 29, 2009. Woolpert led the presentation, which was attended by Board Deputies and County Executive Steering Body members.

- Woolpert continued to update the project website. All project documents are located on the project website. Project communications are routed through and recorded on the website. All directly involved project participants were invited to register. Other County stakeholders may access the site after being granted a user name and password by Woolpert. The web address is https://woolpert.centraldesktop.com/login.